

**DRAFT**

# **Environmental and Social Justice Action Plan**

**Version 1.0**

**December 5, 2018**

### **The CPUC's Mission**

*The CPUC regulates services and utilities, protects consumers, safeguards the environment, and assures Californians' access to safe and reliable utility infrastructure and services.*

# **Environmental and Social Justice Action Plan**

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## Table of Contents

Executive Summary.....	6
Introduction .....	9
CPUC Action Plan Goals: Objectives and Activities.....	15
Goal 1: Consistently integrate equity and access considerations throughout CPUC proceedings and other efforts.....	15
Goal 2: Increase investment in clean energy resources to benefit ESJ communities, especially to improve local air quality and public health.....	17
Goal 3: Strive to improve access to high-quality water, communications, and transportation services for ESJ communities .....	24
Goal 4: Increase climate resiliency in ESJ communities.....	28
Goal 5: Enhance outreach and public participation opportunities for ESJ communities to meaningfully participate in the CPUC’s decision-making process and benefit from CPUC programs .....	30
Goal 6: Enhance enforcement to ensure safety and consumer protection for ESJ communities.....	34
Goal 7: Promote economic and workforce development opportunities in ESJ communities.....	39
Goal 8: Improve training and staff development related to environmental and social justice issues within the CPUC’s jurisdiction.....	41
Goal 9: Monitor the CPUC’s environmental and social justice efforts to ensure that they are achieving their objectives .....	43
Appendices.....	46
Appendix A: Descriptions of CPUC Divisions.....	47
Appendix B: CPUC Program Descriptions .....	53
Appendix C: Equity Framework Adopted by Disadvantaged Communities Advisory Group.....	59
Appendix D: Glossary of Select Acronyms .....	63

## Executive Summary

This Action Plan will serve as a roadmap for implementing the California Public Utilities Commission's (CPUC or Commission) vision to advance equity in its programs and policies for Environmental Justice and Social Justice (ESJ) Communities.<sup>1</sup> Developing and articulating objectives and actions are necessary to achieve the state's equity goals. This will allow those most impacted by the CPUC's decisions to participate in the most effective ways possible.

The Action Plan will identify existing inequities and propose clear actions for how the CPUC can use its regulatory authority to address health and safety, consumer protection, program benefits, and enforcement to encompass all the industries it regulates, including energy, water, and communications programs. The Action Plan will consider which steps the CPUC can take to engage directly with ESJ communities, build relationships, and gather information to understand the concerns of ESJ communities and how they want to engage with the CPUC. The CPUC will strive to develop strategies to address equity issues.

To guide the Action Plan, the CPUC refers to this definition for environmental and social justice:<sup>2</sup>

Environmental and social justice seeks to come to terms with, and remedy, a history of unfair treatment of communities, predominantly communities of people of color and/ or low-income residents. These communities have been subjected to disproportionate impacts from one or more environmental hazards, socio-economic burdens, or both. Residents have been excluded in policy setting or decision-making processes, and have lacked protections and benefits afforded to other communities by the implementation of environmental and other regulations, such as those enacted to control polluting activities.

This Action Plan utilizes the following broad guiding principles to inform its strategies to advance environmental and social justice:

### **Goal 1: Consistently integrate equity and access considerations throughout CPUC proceedings and other efforts.**

The CPUC will use its authority as a planning, permitting, and regulatory body to advance social and environmental justice objectives. The CPUC regulates a wide variety of utility activities related to programs and rates for the energy, water, communications, and transportation industries.

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<sup>1</sup> This Action Plan uses "ESJ communities" to refer to its broader efforts, and uses "disadvantaged communities" or "DACs" as terms specifically defined in statute and CPUC decisions.

<sup>2</sup> California codified Environmental Justice in GOV § 65040.12: "...the fair treatment of people of all races, cultures, and incomes with respect to the development, adoption, implementation, and enforcement of environmental laws, regulations, and policies."

**Goal 2: Increase investment in clean energy resources to benefit ESJ communities, especially to improve local air quality and public health.**

The CPUC will prioritize the replacement of natural gas-fired power plants, internal combustion-powered vehicles, and other fossil fuel resources with those powered by clean and renewable fuels benefiting ESJ communities. The CPUC will work to hasten this transition in communities that bear an unduly high burden from these pollution sources by prioritizing additional investment in the areas of renewable energy, storage, energy efficiency, and electric vehicle infrastructure. The CPUC will seek program options that provide local public health benefits.

**Goal 3: Strive to improve access to high-quality water, communications, and transportation services for ESJ communities.**

The CPUC will ensure access to essential, high quality utility services, including to basic communications, safe and affordable drinking water, and fair access to services provided by regulated transportation companies.

**Goal 4: Increase climate resiliency in ESJ communities.**

In its efforts to build climate resiliency across the state, the CPUC will consider the particular vulnerabilities and opportunities in ESJ communities, and prioritize appropriate ratepayer investments.

**Goal 5: Enhance outreach and public participation opportunities for ESJ communities to meaningfully participate in the CPUC's decision-making process and benefit from CPUC programs.**

The CPUC will both educate the public about what the commission does and expand public engagement in its decision-making, and ensure that the public is aware of and participates in the many CPUC programs that can benefit them. Under this goal, the CPUC will develop improved methods and partnerships to enhance and track public participation from ESJ communities so that they meaningfully inform decision-making that impacts their communities. Outreach related to CPUC decision-making will include actions that will appropriately target these communities during the various phases of the decision-making process, as well as after programs are launched.

**Goal 6: Enhance enforcement to ensure safety and consumer protection for ESJ communities.**

The CPUC will strive to protect communities that have historically faced service inequities. The CPUC will prioritize the development of consumer protection initiatives that promote consumer and safety protections for the most vulnerable consumers in ESJ communities.

**Goal 7: Promote economic and workforce development opportunities in ESJ communities.**

The CPUC will seek to bring economic development opportunities to ESJ communities when appropriate through program development, initiatives, and decisions within the Commission's jurisdiction. This

includes continued support for the CPUC's Supplier Diversity Procurement Program, General Order 156, including potentially extending participation to include businesses not directly regulated by the CPUC, and encouraging investment in workforce development in ESJ communities.

**Goal 8: Improve training and staff development related to ESJ issues within the CPUC's jurisdiction.**

The CPUC will establish training and development concerning equity issues, and also collaborate with other state agencies' training and development efforts, where they complement CPUC needs and efforts.

**Goal 9: Monitor the CPUC's ESJ efforts to ensure that they are achieving their objectives.**

This Action Plan will serve as a central forum, where the roadmap's goals are tracked and monitored to ensure that sufficient resources are allocated and to provide transparency and accountability for achieving the Commission's goals. The CPUC will strive to integrate data collection into program designs so that progress on the Action Plan's goals is objectively measured.



## Introduction

The CPUC's mission is to regulate essential utility services to protect consumers and safeguard the environment, assuring safe and reliable access to all Californians. In this regard, the CPUC approves programs and policies that directly impact the access of Environmental Justice and Social Justice (ESJ) communities to affordable clean energy, reliable telephone and broadband, and clean water. In accordance with the CPUC's institutional values of accountability, excellence, integrity, open communication, and stewardship, we are implementing the CPUC's mission with focused effort to integrate social and environmental justice throughout the Commission's work.

ESJ communities are commonly identified as those where residents are:

- predominantly communities of color or low-income;
- underrepresented in the policy setting or decision-making process;
- subject to a disproportionate impact from one or more environmental hazards; and
- likely to experience disparate implementation of environmental regulations and socio-economic investments in their communities.<sup>3</sup>

They also include, but are not limited to:

- communities located in the top 25% of communities identified by Cal EPA's CalEnviroScreen;<sup>4</sup>
- all Tribal lands;
- low-income households, as defined by the California Department of Housing and Community Development;<sup>5</sup> and
- low-income communities, as defined by the California Department of Housing and Community Development.<sup>6,7</sup>

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<sup>3</sup> Government Code section 65040.12.e.

<sup>4</sup> Available at: <https://oehha.ca.gov/calenviroscreen/report/calenviroscreen-30>.

<sup>5</sup> Communities with household incomes at or below 80 percent of the statewide median income or with household incomes at or below the threshold designated as low income by the Department of Housing and Community Development's list of state income limits adopted pursuant to Section 50093 of the California Health and Safety Code.

<sup>6</sup> Communities with household incomes at or below 80 percent of the statewide median income or with household incomes at or below the threshold designated as low income by the Department of Housing and Community Development's list of state income limits adopted pursuant to Section 50093 of the California Health and Safety Code.

<sup>7</sup> Census tracts with median household incomes at or below 80 percent of the statewide median income or with median household incomes at or below the threshold designated as low income by the Department of Housing and Community Development's list of state income limits adopted pursuant to Section 50093 of the California Health and Safety Code.

Environmental and social justice philosophies are diverse but generally encompass the goal of ensuring fairness in the distribution of harms and benefits. For instance, California law defines environmental justice as “[t]he fair treatment of people of all races, cultures, and incomes with respect to the development, adoption, implementation, and enforcement of all environmental laws, regulations and policies.”<sup>8</sup> Numerous studies show that a variety of environmental harms are disproportionately located in low-income communities and communities of color.<sup>9</sup> As a result, air quality, for example, in California ESJ communities is often measurably worse than in other communities, largely due to the disproportionate share of industrial facilities, large-scale agricultural operations, power plants, and medium- and heavy-duty freight vehicles in these areas. These communities may also be particularly vulnerable to companies or individuals selling products or services that undermine safety or consumer protections.

Environmental and social justice efforts seek to bring equity and access to vulnerable and marginalized communities, including addressing historic underinvestment that has allowed inequality to flourish. To achieve these goals, the CPUC will emphasize participation in its decision-making to give ESJ communities a meaningful voice in policy and program design, as well as input on outreach and education.

### **California’s Leadership Role to Promote Equity for Environmental Justice and Social Justice Communities**

Since the 1990s, the environmental justice movement has influenced the way many policymakers, academics, regulated entities, and affected communities view environmental law and policy. California adopted legislation in 2000 requiring environmental justice achievements be part of the state’s mission.<sup>10</sup> Since then, California has adopted numerous and far reaching environmental justice statutes directing the CPUC to incorporate environmental and social justice objectives into its various programs.

The Clean Energy and Pollution Reduction Act of 2015<sup>11</sup> directs a reduction in greenhouse gases in California by increasing the procurement of renewables and other clean energy resources. As part of this mandate, the statute requires the CPUC to prioritize disadvantaged communities in its integrated energy resources planning process. The statute further requires the establishment of a Disadvantaged Communities Advisory Group<sup>12</sup> to provide advice to the CPUC and the California Energy Commission (CEC) on clean energy and pollution reduction programs and to aid in determining whether these programs will

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<sup>8</sup> Government Code section 65040.12.e.

<sup>9</sup> See Hofrichter R, ed. 2004. *Health and Social Justice: Politics, Ideology, and Inequity in the Distribution of Disease*. Indianapolis: Jossey-Bass. House JS, Williams DR. 2003; *Understanding and reducing socioeconomic and racial/ethnic disparities in health*. In *Health and Social Justice, Politics, Ideology, and Inequality in the Distribution of Disease*, ed. R Hofrichter, pp. 89–113. Indianapolis: Jossey-Bass Williams DR, Collins C. 2001; and, *Racial residential segregation: a fundamental cause of racial disparities in health*. *Public Health Rep*. 16:404–16.

<sup>10</sup> Senate Bill 89 (Escutia, 2000)

<sup>11</sup> Senate Bill 350 (de Leon, 2015)

<sup>12</sup> Information available here: <http://cpuc.ca.gov/dacag/>.

benefit disadvantaged communities. This Advisory Group was established in February 2018 and is comprised of eleven members representing ESJ communities from across the state.

California has established a variety of programs that allow households and communities in ESJ areas to access clean energy through solar. Low-income customers in designated disadvantaged communities (DACs) can participate in rooftop solar for both multi- and single-family homes.<sup>13</sup> For those customers in DACs who do not have the ability to invest in rooftop solar, they can access solar energy via a discount procurement program or join a local community solar program.<sup>14</sup>

Many of the CPUC's programs<sup>15</sup> use the CalEnviroScreen tool,<sup>16</sup> developed by the Office of Environmental Health Hazard Assessment of the California Environmental Protection Agency, as a means of focusing efforts and investment. CalEnviroScreen identifies "disadvantaged communities," using such indicators as environmental, health, and socio-economic burdens. While the list of indicators is not exhaustive, CalEnviroScreen sets a robust foundation over which the CPUC may choose to consider layering additional criteria.

In 2012, California became the first state in the nation to recognize the human right to water and providing that "every human being has the right to safe, clean, affordable, and accessible water adequate for human consumption, cooking, and sanitary purposes."<sup>17</sup> In this regard, the CPUC continues to take action for all Californians to have access to clean, safe, and affordable water supplies.

To promote universal access to communications, the legislature established the Internet for All Now Act,<sup>18</sup> with a goal of providing high speed broadband to all Californians, with a focus on reaching previously underserved communities. The CPUC will continue its efforts to eliminate the "digital divide" by enhancing broadband infrastructure and increasing adoption via the California Advanced Services Fund, as well as ensure affordability through California's LifeLine program.

California statute requires that the CPUC conduct additional outreach and develop new approaches for reaching communities affected by Commission decisions.<sup>19</sup> The Commission is currently in the process of assessing and establishing improved programs and strategies for public engagement in the Commission's decision-making process and procedures. In particular, the CPUC is seeking ways for ESJ communities to meaningfully participate at the Commission.

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<sup>13</sup> [Assembly Bill 693](#) (Eggman, 2015) [CPUC Program](#)

<sup>14</sup> [AB 327](#) (Perea, 2013) [CPUC Program](#)

<sup>15</sup> For example, [SB 350](#) directs the CPUC to focus on "disadvantaged communities" pursuant to Health and Safety Code 397211.

<sup>16</sup> The latest version of this tool is [CalEnviroScreen 3.0](#)

<sup>17</sup> [Assembly Bill 685](#) (Eng, 2012)

<sup>18</sup> [Assembly Bill 1665](#) (Garcia, 2017)

<sup>19</sup> [Senate Bill 512](#) (Hill, 2016)

## The CPUC's Leadership Role to Promote Equity in Environmental and Social Justice Communities

In addition to implementing legislation, the CPUC has broad authority and the administrative discretion to shape programs and direct resources in a manner that furthers equity objectives. Equity issues are impacted in a variety of contexts at the CPUC including substantive, procedural, administrative, and enforcement. In some program areas, there are clearly defined legislative targets or mandates to advance environmental justice goals, such as those described in the section above. Beyond program design, environmental and social justice issues and opportunities can arise in the process of the Commission carrying out its various functions and responsibilities. Accordingly, the CPUC can act on its own initiative to address issues as they emerge. The CPUC can further seek to achieve environmental and social justice goals by strategically targeting enforcement efforts in ESJ communities.<sup>20</sup>

The Commission has developed Strategic Directives<sup>21</sup> that guide the daily work of its staff and commissioners. These directives, which are currently being revised, emphasize the importance of considering the impacts of CPUC decisions and policies on California's ESJ communities. Commissioners meet regularly in a public setting<sup>22</sup> to discuss the Commission's Strategic Directives and to assess that they are making progress in achieving their objectives.

The CPUC also has promoted expanded opportunities for economic growth and development in diverse communities through its very successful Supplier Diversity Procurement Program, implemented through General Order 156.<sup>23</sup> Under this program, investor-owned utilities in the energy, telecommunication and water industries voluntarily commit to at least 21.5 percent of their total spending on goods, services, power, and fuel from diverse businesses (minority, women, disabled veteran or lesbian, gay, bisexual, and/or transgender (LGBT)-owned businesses). Last year utilities spent \$10.5 billion on diverse suppliers, 31.5 percent of their total procurement budget. This program helps to build economic infrastructure and capacity in specific business communities that are often bypassed. While many regulated entities recognize the value of this program and meet or exceed the diverse spending targets, the program does not currently extend to non-investor owned market players who are increasingly entering these industries, such as electricity service providers, distributed energy companies, and transportation network companies. To date, their degree of commitment to diverse spending is unclear.

The CPUC is also exploring a newer set of workforce development programs that encourage developers of local energy projects – including power generation, energy efficiency and other distributed energy projects – to hire from the ratepayers who finance their projects, and especially in ESJ communities. A central challenge is that many of these jobs are construction jobs, which has traditionally been a cyclic

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<sup>20</sup> All safety risks being equal.

<sup>21</sup> CPUC Strategic Directives available at:

[http://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/Transparency/spi/Strategic\\_Directives\\_and\\_Governance\\_Policies\\_Adopted\\_August102017.pdf](http://www.cpuc.ca.gov/uploadedFiles/CPUCWebsite/Content/Transparency/spi/Strategic_Directives_and_Governance_Policies_Adopted_August102017.pdf).

<sup>22</sup> See Commissioner Committee Meetings: <http://www.cpuc.ca.gov/commissionercommittees/>.

<sup>23</sup> Available at: <http://www.cpuc.ca.gov/generalorders/>.

industry, and certain jobs that are obtained through unions can only be entered through apprenticeship programs.

The CPUC coordinates its ESJ efforts with a broad variety of stakeholders. This includes leveraging the expertise of the Disadvantaged Communities Advisory Group (DAC AG), the Low-Income Oversight Board (LIOB),<sup>24</sup> and the Tribal Liaison. The CPUC actively coordinates with its fellow state agencies to collaborate on strategic planning, outreach, and implementation of programs that address equity for all Californians. The CPUC will continue to coordinate with agencies such as the California Energy Commission, the California Air Resources Board, and the Department of Community Services and Development in order to address common issues in disadvantaged and similar communities. The ESJ Action Plan work can serve as a clearinghouse for the CPUC's efforts and make resulting lessons-learned available to other agencies.

### **The ESJ Action Plan as Roadmap**

The overarching function of the Environmental and Social Justice Action Plan is to provide the CPUC with a roadmap for advancing equity across California. The agency will do this through a feedback loop which will include increased awareness and sensitivity regarding ESJ communities, coordination and collaboration among programs and staff at the CPUC and developing policies and program delivery that improves outcomes in ESJ communities. The Action Plan is a living document that the CPUC will update as necessary. This will allow the CPUC to share with the public its progress toward meeting actions in a clear and transparent manner, further refine existing goals and actions, and identify new actions based on continued collaboration with ESJ communities.

This vision requires deliberate efforts to address the concerns ESJ communities face to ensure that those most impacted by the CPUC's decisions are able to easily participate in CPUC decision-making. In the following chapter, the CPUC lays out its vision for integrating environmental and social justice into its work by proposing objectives and actions to achieve its nine overarching Action Plan goals. While these objectives are not necessarily in any order of importance, they provide additional detail about how the Commission envisions meeting each goal. The plan then identifies more specific actions that Divisions throughout the Commission should take to meet the objectives. These actions include efforts already in place to serve ESJ communities, other efforts soon to be initiated, and new proposals to launch additional activities within the CPUC's jurisdiction. While this first version of the Action Plan considers actions the Commission can take within our existing institutional frameworks, future iterations may consider new ways of approaching our day-to-day work to further integrate ESJ issues and communities into our decision-making.

### **Stakeholder Input**

Beginning in August 2018, the Draft ESJ Action Plan was available for public input. An early draft was introduced at the Disadvantaged Communities Advisory Group's (DAC AG's) quarterly meeting on August 21, 2018. Proposed DAC AG feedback was discussed on October 30 and November 30 during their public meetings. The CPUC held a webinar seeking comments on the draft on November 2, 2018. As a result of

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<sup>24</sup> LIOB

these sessions and other public outreach efforts, the CPUC received both verbal and written comments from various stakeholders. For example, the DAC AG requested that the Action Plan attach the Advisory Group's "Equity Framework." The Advisory Group's Equity Framework (see Appendix C) was not specifically adopted by the CPUC, but it has helped to inform this Action Plan.

## CPUC Action Plan Goals: Objectives and Activities

### Goal 1: Consistently integrate equity and access considerations throughout CPUC proceedings and other efforts

#### Objectives

- Ensure that the CPUC considers the potential positive or negative effects that relevant proceedings might have on ESJ Communities.
- Design the scope of each proceeding to identify and assess the potential effects and opportunities for ESJ Communities.

	CPUC Actions	Next Steps	Implementation Lead
1.1	Develop a standard checklist to identify ESJ issues in proceeding or regulatory activity to appropriately create the scope of the proceeding or activity <b>Status:</b> new proposal	<ul style="list-style-type: none"><li>• Create Task Force by 1/2019</li><li>• Checklist by 3/2019</li></ul>	<ul style="list-style-type: none"><li>• Cross-Division Task Force</li></ul>
1.2	For decisions, resolutions, and advice letters that impact customers, residents, or small businesses in ESJ communities, include a section on ESJ impacts where appropriate <b>Status:</b> new proposal	Create methodology for developing and applying this section by 4/2019	<ul style="list-style-type: none"><li>• Administrative Law Judge Division</li><li>• Industry Divisions</li></ul>
1.3	Launch online comment system for each proceeding, available to any member of the public <b>Status:</b> Early stages of staff design	Create testing prototype by 5/2019	<ul style="list-style-type: none"><li>• News and Outreach Office</li><li>• Information Technology</li><li>• Administrative Law Judge Division</li></ul>
1.4	Leverage partnerships with other state agencies, such as ARB, to engage with DACs <b>Status:</b> Initiated	Ongoing development	<ul style="list-style-type: none"><li>• News and Outreach Office</li></ul>
1.5	Identify appropriate CBOs and develop a system to assist in promoting proceedings in early stages	Projected initial list of CBOs by 1/2019. Continue to update on regular basis.	<ul style="list-style-type: none"><li>• News and Outreach Office</li></ul>

	CPUC Actions	Next Steps	Implementation Lead
	<b>Status:</b> Initial list of CBOs developed		
1.6	Enhance public awareness of public comment opportunities through targeted outreach <b>Status:</b> Initiated	Complete integration into outreach work by 3/2019	<ul style="list-style-type: none"> <li>• News and Outreach Office</li> </ul>
1.7	Make public comments more easily accessible to Commissioners and ALJs through a keyword or other efficient search system <b>Status:</b> early stages of design	Create testing prototype by 5/2019	<ul style="list-style-type: none"> <li>• Information Technology</li> <li>• News and Outreach Office</li> <li>• Administrative Law Judge Division</li> </ul>
1.8	Add 2 positions to serve as liaisons to ALJ and other divisions to develop and deliver plain language content for the public to describe the technical and legal proceeding issues <b>Status:</b> new proposal	Submit position proposals for funding by 3/2020	<ul style="list-style-type: none"> <li>• News and Outreach Office</li> </ul>
1.9	Translate information on active proceedings (such as plain language summaries), particularly impacting ESJ communities <b>Status:</b> new proposal	Proceedings that have broad public impact, and significance will be considered for translation services	<ul style="list-style-type: none"> <li>• News and Outreach Office, in consultation with Administrative Law Judge Division</li> </ul>



## Goal 2: Increase investment in clean energy resources to benefit ESJ communities, especially to improve local air quality and public health

### Objectives

- Prioritize environmental and health benefits for ESJ communities and prevent any further degradation of already impacted communities.
- Ensure that programs and interventions in ESJ communities address local interests and needs, considering local sources of concern or pollution such as ports, railways, or agriculture.
- Strive to maximize program benefits for ESJ participants.
- Expand CPUC knowledge of the effects that generation resources (including current gas plant emissions, operations) have on ESJs.
- Target incentives for customer-side clean energy resources in ESJ communities that contain stringent consumer protections.
- Improve and increase access to existing clean energy programs in ESJ communities.
- Expand investment in zero emission vehicles (ZEV) infrastructure in ESJ communities that are adversely impacted by air pollution.
- Increase affordability of ZEV mobility options.
- Ensure research and development funds benefit ESJs.

	CPUC Actions	Next Steps	Implementation Lead
	<b>Procurement</b>		
2.1	Provide information about planned energy generation resources, forecasted air emissions, the DACs they serve, and how they plan to minimize air pollutants in DACs <b>Status:</b> Plans submitted to CPUC 8/2018	CPUC review of plans. Plans submitted every two years.	Utilities submit Plans to Energy Division
2.2	Undertake research to better understand the lifecycle GHG and other local pollutant emissions of energy generation resources, particularly the local impacts of bioenergy plants in DACs and low-income areas <b>Status:</b> Initial intern research commenced 6/2018	Ongoing	Energy Division

2.3	<p>Optimize California’s electric resource mix across GHG, cost, and reliability using the IRP process to effectively inform the CPUC’s infrastructure and procurement decision, with early priority on reducing pollutants in disadvantaged communities; the IRP’s ongoing analysis will examine the impact of different GHG emissions reduction scenarios on air pollution emissions in disadvantaged communities.</p> <p><b>Status:</b> Approved in D.18-02-018</p>	<ul style="list-style-type: none"> <li>• Reviewing Plans received by CPUC in 8/2018</li> <li>• Subsequent plans will be submitted for 2021-2022 cycle of IRP</li> </ul>	Utilities implement, with Energy Division oversight
2.4	<p>To increase customer participation, identify and report all Green Tariff Shared Renewables projects developed in DACs, but have not been counted as EJ projects because they exceed the 1 MW limit.</p> <p><b>Status:</b> Data requested and received from utilities</p>	<ul style="list-style-type: none"> <li>• Integrate data into current RPS database to improve understanding of project locations</li> </ul>	Energy Division
2.5	<p>Ensure that there is enough transmission capacity to support transition to zero carbon energy resources from fossil fuels, especially in ESJ communities.</p> <p><b>Status:</b> Transmission capacity for renewables is examined every cycle of IRP and the results are submitted to the California Independent System Operator (CAISO) for its Transmission Planning Process. IRP analyzes the need for existing thermal generation fossil fleet under different GHG targets and the associated air pollutant and DAC implications.</p>	<ul style="list-style-type: none"> <li>• Submittal of the 2018 IRP resource portfolios to the 2019 CAISO Transmission Planning Process</li> <li>• 2019 IRP will analyze, in coordination with the CAISO, the need for existing system thermal generation under different GHG targets. Analysis will assess the impact on transmission, air pollutants, and DACs to the extent allowed by available data and current model functionality.</li> </ul>	Energy Division

2.6	<p>Deploy charging infrastructure for ESJ communities to use zero-emission cars to meet their transportation needs.</p> <p><b>Status:</b> Approved in D.16-01-045, D.16-01-023, D.16-12-065, D.18-01-024, D.18-05-040, and D.18-09-034; and in Settlement Agreement with NRG Energy</p>	<ul style="list-style-type: none"> <li>• Commission currently overseeing SCE, SDG&amp;E, PG&amp;E, and NRG Energy deployments of charging infrastructure</li> <li>• In 2019, utilities will continue implementing existing infrastructure programs and develop a joint proposal to improve and align rates to facilitate EV charging at prices competitive with conventional fuels</li> </ul>	Utilities implement with Energy Division oversight
2.7	<p>Develop rates that will encourage commercial customers in ESJ communities to electrify transportation and reduce pollutants</p> <p><b>Status:</b> Approved in D.18-05-040, D.18-09-034</p>	<ul style="list-style-type: none"> <li>• New SCE rates deployment expected to commence in early 2019</li> <li>• PG&amp;E commercial rate proposal expected in November 2018</li> </ul>	Utilities implement with Energy Division oversight
2.8	<p>Deploy charging infrastructure for ESJ communities to access public transportation, ride sharing, or other forms of zero-emission transportation</p> <p><b>Status:</b> Approved in D.18-01-024, D.18-05-040, D.18-09-034</p>	<ul style="list-style-type: none"> <li>• Infrastructure construction expected initiation in 2019 in PG&amp;E, SCE, and Liberty Utilities' California service territory</li> <li>• SDG&amp;E proposal under review with decision expected in late Q1 or early Q2 2019</li> </ul>	Utilities implement with Energy Division oversight

2.9	<p>Identify transportation sectors in which ratepayer-funded electrification will most efficiently provide benefits to DACs</p> <p><b>Status:</b> D.18-01-024, D.18-05-040 required data collection which can facilitate this</p>	<ul style="list-style-type: none"> <li>• Medium-duty and heavy-duty infrastructure pilots launch in 2018; program evaluation expected in 2019</li> <li>• Data regarding impacts to DACs is collected and evaluated</li> <li>• Evaluations inform future investments</li> <li>• Learnings from pilots to inform implementation of larger programs authorized in D.18-05-040 and in the approval of SDG&amp;E's program proposed in A.18-01-012.</li> </ul>	Utilities implement with Energy Division oversight
2.10	<p>Explore options to encourage electrification of rail yards in ESJ communities</p> <p><b>Status:</b> New Proposal</p>	<ul style="list-style-type: none"> <li>• Initiate research to understand barriers</li> </ul>	Utilities implement with Energy Division oversight
<b>Customer Solar Programs</b>			
2.11	<p>Incentivize rooftop solar projects for residential buildings in ESJ communities</p> <p><b>Status:</b> Approved Solar on Multifamily affordable housing (SOMAH) Program with about \$90 million/year in D.17-12-022. Approved DAC Single-family Affordable Solar Homes (DAC-SASH) program with an annual budget of \$10 million in D.18-06-027</p>	<ul style="list-style-type: none"> <li>• SOMAH Program Administrator chosen and program manual developed. Incentives likely available by 3/2019</li> <li>• DAC-SASH Program Administrator expected on board by 3/2019</li> </ul>	Program Administrator implements with Energy Division oversight

2.12	<p>Incentivize solar alternatives for customers who cannot participate in rooftop programs</p> <p><b>Status:</b> DAC-Green Tariff program will provide a 20 percent utility bill discount to low-income customers, and Community Solar Green Tariff will provide a 20 percent bill discount primarily to low-income customers located in or near their communities – Both approved in D.18-06-027</p>	Anticipated program launch by 12/2019	Energy Division
2.13	<p>Implement AB 797, increasing available funds for solar water heating in ESJ communities.</p> <p><b>Status:</b> Beginning in 1/2018 CSI Thermal Program allocated 50 percent of its incentive budget was available to low-income residential housing or buildings in DACs. Expanded program to include San Joaquin Valley homes.</p>	Continue Program implementation	PG&E, SCE, SoCalGas, Center for Sustainable Energy administer, with Energy Division oversight
<b>Customer Energy Control Programs</b>			
2.14	<p>Programmable Communicating Thermostat pilots for low income households ESA Program</p> <p><b>Status:</b> Approved in D.16 -11-022</p>	Anticipated pilot initiation by 1/2019	Utilities lead, with Energy Division oversight
2.15	<p>Energy Savings Assistance program will expand to include common areas of multifamily buildings</p> <p><b>Status:</b> Approved in D.16-11-022</p>	Expected measures available by 1/2019	Utilities are Program Administrators, with Energy Division oversight

2.16	<p>The Energy Upgrade California program will reach out to CBOs especially those that serve low-income, limited English and faith-based communities, including those in ESJ communities, to manage their energy use and participate in clean energy solutions in order to lower energy bills</p> <p><b>Status:</b> D.16-03-029 directed a Joint Consumer Action Plan, completed in 3/2018</p>	<ul style="list-style-type: none"> <li>Strengthen relationships with identified organizations by 1/2019</li> <li>Refine Energy Upgrade California for targeting these communities by 12/2019</li> </ul>	<ul style="list-style-type: none"> <li>Energy Division</li> <li>News and Outreach Office</li> </ul>
2.17	<p>Self-Generation Incentive Program (SGIP) allocates 25 percent of its annual energy storage budget (about \$32.5 million) to state and local agencies, educational institutions, non-profits, and small businesses located in ESJs</p> <p><b>Status:</b> Approved in D.17-10-004. Funds available 1/2018</p>	Applications for funds are being accepted	PG&E, SCE, SoCalGas, Center for Sustainable Energy administer, with Energy Division oversight
2.18	<p>SDG&amp;E and SCE propose to provide about \$12 million in incentives for customer energy storage jointly with SOMAH projects in DACs</p> <p><b>Status:</b> D.17-12-005 required storage proposals by 3/2018</p>	CPUC will consider utility proposals through 3/2019	Energy Division
2.19	<p>Design phase for \$2.5 million Demand Response pilots targeted to change energy use behavior in DACs</p> <p><b>Status:</b> Pilot budget approved in D.17-12-003</p>	CPUC will consider pilot proposals for approval. Potential launch of pilots by 12/2019	Energy Division
2.20	<p>Create pilot projects for San Joaquin Valley residents (many of whom were previously unable to access natural gas) to test various alternatives for affordable clean energy, including fuel switching to all-electric</p> <p><b>Status:</b> In design and feasibility analysis phase (R.15-03-010)</p>	CPUC will consider pilot proposals when submitted	Energy Division

Research and Development			
2.21	Oversee utility Electric Program Investment Charge (EPIC) projects to support the development of clean energy technologies that benefit DACs <b>Status:</b> Decision approved 10-25-2018	Future CPUC rulemaking should consider the proper level of DAC set-asides for future utility-administered EPIC projects	Utilities implement, with Energy Division oversight
2.22	Oversee CEC's EPIC projects to support the development of clean energy technologies that benefit DACs and low-income customers <b>Status:</b> D.18-01-008 approved CEC's plan for 25 percent of technology demonstration and deployment projects located in DACs	Research projects anticipated to launch by 1/2019	CEC, with Energy Division oversight

## Goal 3: Strive to improve access to high-quality water, communications, and transportation services for ESJ communities

### Objectives - Water Industry

- Consolidate small water systems and consider extend regulated water service to communities and homes reliant on failing domestic wells, to ensure safe and reliable water service where the consolidations are fair and reasonable for existing customers.
- Develop standardized tariff discounts for low-income programs.
- Expand low-income programs across all classes of water utilities.
- Develop and/or adopt a water affordability standard.
- Complete lead testing at schools in utility service territories.

	CPUC Actions	Next Steps	Implementation Lead
	<b>Water</b>		
3.1	Consider water affordability, pooling funds across water utilities for low-income services, and water district consolidation  <b>Status:</b> Intend to issue decisions regarding (1) data sharing and (2) consistency of low-income programs R.17-06-024	<ul style="list-style-type: none"> <li>• Data sharing decision by 12/2018</li> <li>• Low-Income program consistency decision by 12/2019</li> </ul>	Water Division
3.2	Address utility affordability metrics across all CPUC-regulated utilities  <b>Status:</b> CPUC voted July 12, 2018 to create new rulemaking R.18-07-006	Ongoing	Water and other Divisions
3.3	Perform lead testing in water for all schools within utility service territories to meet the requirements in Assembly Bill 746  <b>Status:</b> Notices sent to IOUs on January 18, 2018, follow up notice will be sent in December 2018	Statute requires completion by 7/2019	Water Division



## Objectives - Communications Industry

### California LifeLine Program

- Continue to develop and implement strategies to increase California LifeLine participation, particularly in tribal areas.
- Increase the amounts of free broadband data offered to LifeLine participants.
- Develop policies and rules to streamline the LifeLine application and renewal processes.
- Increase and retain participation levels in ESJ communities.

### California Advanced Services Fund (CASF) Objectives

- Ensure universal broadband access to all Californians.
- Increase participation in CASF program.
- Expand access to broadband in underserved and hard-to-reach communities, including rural and tribal areas.
- Promote affordability for broadband access in ESJ communities.

	CPUC Actions	Next Steps	Implementation Lead
	<b>California LifeLine Program</b>		
3.4	Develop a pilot program / partnership between service provider and selected groups of eligible low-income households, and with government agencies to streamline the enrollment process through data sharing mechanism to increase LifeLine participation, specifically with the Department of Social Services CalFresh recipients. <b>Status:</b> Ongoing workshops commenced in 8/2018	<ul style="list-style-type: none"><li>• Ongoing to complete action</li><li>• Proposed Decision defining the process for pilot programs is on the Commission's December 2018 agenda</li><li>• Proposed Decision approving the first pilot program anticipated by 3/2019.</li></ul>	Communications Division
3.5	Coordinate with CPUC Outreach office to develop and conduct outreach strategies in tribal areas (through tribal leaders) to increase federal enhanced Lifeline participation <b>Status:</b> Ongoing monthly discussions/meetings between the two divisions; First meeting was in 7/18	Fully-developed strategies and outreach conducted by 3/2019	<ul style="list-style-type: none"><li>• Communications Division</li><li>• News and Outreach Office</li></ul>

3.6	Encourage service providers to utilize community-based organizations to conduct marketing and outreach activities to educate ESJ communities about the California LifeLine Program <b>Status:</b> Ongoing workshops that started in 8/2018	<ul style="list-style-type: none"> <li>• Ongoing to complete action</li> <li>• Proposed Decision anticipated to be released in 2019</li> </ul>	Communications Division
3.7	Evaluate data needs of California LifeLine participants and discuss strategies to incent service providers to increase data plan offerings <b>Status:</b> Ongoing workshops that commenced in 8/2018	<ul style="list-style-type: none"> <li>• Ongoing to complete action</li> <li>• Proposed Decision anticipated to be released in 2019</li> </ul>	Communications Division
3.8	Host workshops to brainstorm new strategies to: 1) improve program enrollment for those eligible; 2) broaden array of service providers; 3) explore expanding available phone service plans and discounts; and 4) establish new options to streamline enrollment for low-income households/ESJs <b>Status:</b> Ongoing workshops that commenced 8/2018	<ul style="list-style-type: none"> <li>• Ongoing to complete action</li> <li>• Proposed Decision anticipated to be released in 2019</li> </ul>	Communications Division
3.9	Launch partnerships with government-assistance programs to increase participation <b>Status:</b> Ongoing discussions	<ul style="list-style-type: none"> <li>• Ongoing to complete action</li> <li>• Proposed Decision anticipated to be released in 2019</li> </ul>	Communications Division
<b>California Advanced Services Fund (CASF)</b>			
3.10	Implement programs and strategies for Broadband Adoption, Public Housing, and Loan Accounts <b>Status:</b> D.18-06-032 Three decisions were adopted in 2018 to implement the CASF: the Adoption Program Decision, the Consortia Decision, and the Infrastructure Program Decision		Communications Division

3.11	Promote affordability for broadband access in ESJ communities by establishing a framework for processes for affordability assessment Status: CPUC voted July 12, 2018 to create new rulemaking R.18-07-006	<ul style="list-style-type: none"> <li>The new rulemaking will address ways to measure affordability.</li> <li>Communications Division staff will work with the assigned office and ALJ.</li> </ul>	Communications and other divisions
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### Objectives - Transportation Services

- Ensure equitable access to transportation services regulated by the CPUC.
- Encourage greater utilization of ZEVs by Transportation Network Companies (TNCs) within ESJ communities.
- Encourage that Autonomous Vehicles (AV) be available in DACs, including during the AV pilot programs.

	CPUC Actions	Next Steps	Implementation Lead
	<b>Transportation Services</b>		
3.12	Examine data to ensure Transportation Network Companies (TNCs) are not redlining in ESJ communities <b>Status:</b> Approved in D.13-09-045. Launched in 2014 and continued	Continue implementation in 2018-2019	Consumer Protection and Enforcement Division
3.13	Form a working group with autonomous vehicle companies and ESJ stakeholders to solicit input addressing the accessibility of AVs for people with disabilities <b>Status:</b> Approved in D.18-05-043. Working group commenced in November 2018		Consumer Protection and Enforcement Division
3.14	Open a new Rulemaking to implement SB 1376 (Hill, 2018) addressing TNC accessibility issues to ensure that TNCs do not discriminate against persons with disabilities, including those who use nonfolding mobility devices <b>Status:</b> First workshop scheduled for 12/2018. Proposed opening OIR pursuant to Phase III.C Scoping Memo dated 4/27/18, issue 2.1 Accessibility	Order Instituting Rulemaking expected to commence in 2019	Consumer Protection and Enforcement Division

## Goal 4: Increase climate resiliency in ESJ communities

### Objectives

- Address climate adaptation and resiliency across all essential utility services in ESJ communities.
- Ensure that CPUC decision-making is informed about and takes into account the disparate impacts that the changing climate has on ESJ communities.
- Ensure that ESJ communities are prioritized in receiving programs and services that help build climate resiliency and that incentives are targeted to attain substantial program participation from these communities.
- Look at interdependencies of essential services in ESJ communities.
- Meaningfully support equity in ESJ communities by considering funding innovative policies and programs to ensure resiliency and reliability of services and infrastructure in ESJ communities in the face of climate change in partnership with CBOs when appropriate.
- Provide access to culturally relevant and sensitive education for ESJ communities and work in partnership with the communities when developing adaptation strategies for climate resilience.

	CPUC Actions	Next Steps	Implementation Lead
	Customer Energy Control Programs		
4.1	Consider strategies and guidance for climate change adaptation, including identifying a goal to “Increase climate resiliency in low-income and disadvantaged communities” <b>Status:</b> R.18-04-019 issued. PHC held 8/6/18	CPUC will host a working group entitled <i>Identification and prioritization of actions to address the climate change related needs of vulnerable and disadvantaged communities</i> . This working group will begin meeting in Spring 2019.	Energy Division / Safety & Enforcement Division

4.2	<p>Consider revisions to the IOUs' electric distribution undergrounding programs operating pursuant to Electric Tariff Rule 20, including explore options to enhance ESJ community participation in the Rule 20 undergrounding programs</p> <p><b>Status:</b> R.17-05-010 issued. PHC held 9/11/17. Scoping Ruling released 11/9/18.</p>	<ul style="list-style-type: none"> <li>• Parties will submit proposals for near-term improvements to Rule 20A program by 12/21/18.</li> <li>• Program audits likely to begin by April 2019 and end by early 2020.</li> </ul>	Energy Division
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## Goal 5: Enhance outreach and public participation opportunities for ESJ communities to meaningfully participate in the CPUC's decision-making process and benefit from CPUC programs

### Objectives

- Interact with ESJ communities directly to understand how they want to engage with the CPUC.
- Create outreach strategies that introduce program benefits to ESJ communities.
- Continue integrating efforts with other agencies, such as the California Air Resources Board and the California Energy Commission, to coordinate environmental and social justice activities across state agencies.
- Sustain an open dialogue on environmental and social justice and enhancing program opportunities and delivery to ESJ communities.
- Promote education and understanding of CPUC proceedings and procedures by proactively participating with ESJ communities to ensure their early and meaningful involvement.
- Ensure the CPUC is holding public hearings, Voting Meetings, local government outreach, etc., in locations where ESJ communities can easily participate and contribute their point of view.
- Ensure CPUC staff disseminates appropriate and useful information to key stakeholders affected by CPUC decisions and policies (e.g., local governments, community-based organizations, non-profits, advocacy groups, etc.) in ESJ communities.

	CPUC Actions	Next Steps	Implementation Lead
<b>News and Outreach Office</b>			
5.1	Initiated ESJ Action Plan to obtain early input from ESJ communities; Initial feedback sought on Action Plan from DAC AG <b>Status:</b> Shared Plan with DAC AG and Low Income Oversight Board, beginning in 8/2018. Held public webinar 11/2018.	<ul style="list-style-type: none"> <li>• Staff will continue to receive public feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Commission Offices</li> <li>• Energy Division</li> </ul>

5.2	<p>Create early engagement opportunities so that ESJ communities may learn about issues far in advance of the feedback requirements of proceedings</p> <p><b>Status:</b> New Proposal</p>	<p>Develop draft proposal by 3/2019. Proposal may include engagement ideas such as meetings, workshops, surveys, communications, etc.</p>	<ul style="list-style-type: none"> <li>• News and Outreach Office</li> <li>• Industry Division staff support</li> </ul>
5.3	<p>Make public internet interface friendlier to ESJ communities and those entirely new to CPUC work/procedures</p> <p><b>Status:</b> Work in progress. Website is already accessible in multiple languages</p>	<p>In 2019 make updates to website to make search functions more intuitive for public users. Ensure language throughout website is simple and easily understood.</p>	<ul style="list-style-type: none"> <li>• News and Outreach Office</li> </ul>
5.4	<p>Improve quality of experience for ESJ communities in CPUC public hearings, voting meetings, and other events to promote meaningful participation</p> <p><b>Status:</b> Ongoing</p>	<ul style="list-style-type: none"> <li>• Hold CPUC events in buildings that are easily accessible to public transportation and offer parking options.</li> <li>• Provide translation services for limited English participants.</li> <li>• Provide remote access option for all ESJ events.</li> <li>• Hold meetings at convenient date, time and locations for ESJ communities.</li> </ul>	<p>News and Outreach Office</p>
5.5	<p>Coordinate between Local Government Liaisons (LGLs), Commissioners' staff, and others to ensure that, where appropriate, ESJ advocates and leaders are informed of public hearings, Voting Meetings, and events at which consumers in these communities can engage directly with the CPUC</p> <p><b>Status:</b> Ongoing</p>	<ul style="list-style-type: none"> <li>• Commissioner/ALJ Division staff should include News and Outreach Office (NOO) early in event planning process so Local Government Liaisons are informed of events and can ensure ESJ communities and advocates are engaged.</li> <li>• Kick-off planning meetings should be held for all CPUC events and NOO should be included.</li> <li>• Develop formal event planning and communication process for CPUC by 3/2019.</li> </ul>	<p>News and Outreach Office</p>

5.6	<p>Make CPUC communications available in multiple languages, as feasible including:</p> <ul style="list-style-type: none"> <li>• CPUC Basics Primer</li> <li>• How to Participate in a Public Hearings/ How to Make Public Comment</li> </ul> <p><b>Status:</b> Ongoing</p>	In 2019 update existing materials and create new brochures; translate as appropriate.	News and Outreach Office
5.7	<p>Create a list of community groups in ESJs for outreach to appropriate groups about CPUC proceedings</p> <p><b>Status:</b> Initial list developed</p>	Continuously maintain and update CPUC's list of community-based organizations	News and Outreach Office
5.8	<p>Develop or update outreach materials to support ESJ outreach</p> <p><b>Status:</b> Ongoing</p>	<ul style="list-style-type: none"> <li>• ESJ brochure has been developed</li> <li>• Website will be updated by 3/2019.</li> </ul>	<ul style="list-style-type: none"> <li>• News and Outreach Office</li> </ul>
5.9	<p>Explore non-traditional means for communication with ESJ communities</p> <p><b>Status:</b> Work in progress</p>	Research communication options and survey ESJ community for feedback; Final recommendations by 4/2019.	<ul style="list-style-type: none"> <li>• News and Outreach Office</li> <li>• Energy Division</li> </ul>
5.10	<p>Seek additional resources to dedicate to ESJ outreach and engagement</p> <p><b>Status:</b> Research in progress</p>	Explore resources option and secure additional resources as appropriate	News and Outreach Office
<b>Disadvantaged Communities Advisory Group (DAC AG)</b>			
5.11	<p>Utilize input from DAC AG to inform current/future CPUC clean energy programs to identify potential ESJ implications and add new or modified program elements for outreach gaps</p> <p><b>Status:</b> DAC AG began regular meetings in 4/2018. It has provided input to this Action Plan</p>	<ul style="list-style-type: none"> <li>• CPUC staff will support the DAC AG with foundational information on CPUC processes and programs</li> <li>• DAC AG will provide advice to the CPUC and California Energy Commission on clean energy programs and their existing and potential benefits/impacts to DACs</li> </ul>	Energy Division



Electric Program Investment Charge (EPIC)			
5.12	Initiate targeted outreach to DAC communities for input on project design by EPIC administrators <b>Status:</b> D.18-10-052 approved 10-25-2018	Administrators (California Energy Commission and utilities) will provide training about EPIC to DACs and interested community-based organizations. In preparing workshops, Administrators will engage with the DAC Advisory Group.	Administrators implement, with Energy Division oversight
Energy Customer Behavior/Affordability			
5.13	Support outreach to community groups via the Energy Upgrade California campaign to educate customers on the roll-out of Time-of-Use rates in DACs so that customers understand how to shift electric usage. <b>Status:</b> Underway D.17-12-023	CPUC provides funding to inform communities about change in rates, including for media and community-based organization engagement	Energy Division
5.14	Develop metrics to better understand affordability across proceedings <b>Status:</b> Affordability proceeding underway: R.18-07-006. Pre-Hearing Conference held on 10/12/2018	Workshop scheduled 1/2019: how to assess the impacts on affordability of individual proceedings and utility rate requests.	Energy Division
5.15	Reduce incidents of energy utility disconnections <b>Status:</b> Underway R.18-07-005. Proposed Decision on interim relief, released 10/30/18. Two workshops held.	<ul style="list-style-type: none"> <li>• Workshop scheduled 12/ 2018</li> <li>• Complete workshop report by 2/2019</li> <li>• Propose new targets and policies by 6/2019</li> </ul>	Energy Division
5.16	Utilities will strive to increase Family Electric Rate Assistance (FERA) <b>Status:</b> D. 18-08-013 (PG&E) and D.18-10-012 (SCE) direct IOUs to take steps to increase FERA enrollment to 50% of those eligible. PG&E held workshop in 2018 and submitted its plan in 10/2018	<ul style="list-style-type: none"> <li>• PG&amp;E submits progress report on an annual basis, beginning 12/2018</li> <li>• SCE submits plan to achieve targets 12/2018</li> <li>• SCE submits progress report on an annual basis, beginning 12/2019</li> </ul>	SCE and PG&E will implement with Energy Division oversight

## Goal 6: Enhance enforcement to ensure safety and consumer protection for ESJ communities

### Objectives

- Ensure that programs do not create disproportionate economic burdens, incentives for predatory lending, or exploitation of communities for financial gain.
- Ensure that public funds are available to serve telecommunications customers in disadvantaged communities.
- Ensure that pay phones continue to serve ESJ communities.
- Protect customers in ESJ communities from fraudulent prepaid phone cards, especially those whose first language is not English.
- Ensure that jurisdictional passenger carriers provide safe and adequate service to ESJ communities.
- Better assist ESJ communities with complaints against regulated utilities and transportation providers.
- Protect consumers from fraud and unfair business practices in the residential rooftop solar market and the core transport agent market for natural gas.
- Allocate enforcement resources that are commensurate with consumer vulnerability in ESJ communities.

	CPUC Actions	Next Steps	Implementation Lead
	<b>Consumer Complaints</b>		
6.1	Investigate complaints having to do with improper collection or retention of carrier charges to LifeLine customers <b>Status:</b> Commission issued Resolution T-17596 in May 2018, adopting the settlement agreement between CPED and Budget Prepaid, under which Budget Prepaid will refund \$1,117,730 to the California LifeLine Fund.	<ul style="list-style-type: none"> <li>• Currently investigating providers for alleged improper LifeLine subscriber registrations and subsidy collections.</li> <li>• Continue reviewing complaint data from various sources for evidence of improper collection of carrier charges.</li> <li>• Initiate enforcement action accordingly.</li> <li>• Query and analyze informal contact data from consumers regarding LifeLine Billing issues and</li> </ul>	<ul style="list-style-type: none"> <li>• Consumer Protection and Enforcement Division</li> <li>• Communications Division</li> </ul>

	CPUC Actions	Next Steps	Implementation Lead
		provide to Communications Division and Utilities Enforcement Branch to determine policy changes and enforcement actions, if needed.	
6.2	Process consumer complaints, including those from ESJ communities, regarding public purpose programs such as California LifeLine and CARE <b>Status:</b> Ongoing	<ul style="list-style-type: none"> <li>• Query and analyze informal contact data from consumers regarding public purpose programs and provide to Communications Division, Energy Division, and Utilities Enforcement Branch to determine policy changes and enforcement actions, if needed.</li> </ul>	Consumer Protection and Enforcement Division
6.3	Investigate complaints filed against prepaid phone card providers to ensure proper disclosure and usability of phone cards <b>Status:</b> Ongoing	<ul style="list-style-type: none"> <li>• Continue monitoring consumer complaints and initiate enforcement action accordingly.</li> <li>• Undertake testing of prepaid phone cards in market to ensure compliance with disclosure requirements of PU Code § 885 et. seq.</li> <li>• Query and analyze informal contact data from consumers regarding prepaid phone cards and provide to Communications Division and Utilities Enforcement Branch to determine policy changes and enforcement actions, if needed.</li> </ul>	Consumer Protection and Enforcement Division
6.4	Investigate complaints from passengers and drivers regarding allegations of redlining or unequal passenger transportation service to ESJ communities <b>Status:</b> Ongoing	Continues in 2019-2020	Consumer Protection and Enforcement Division

6.5	Provide statistics and data on consumer complaints to Commission stakeholders regarding public purpose programs that may inform utility policymaking for ESJ communities <b>Status:</b> Ongoing	Prepare a report on informal contact data from consumers regarding public purpose programs	Consumer Protection and Enforcement Division
<b>Payphone Inspection</b>			
6.6	Ensure that inspectors continue to maintain a database of active pay phones and routinely inspect them for both safety and functionality for service to ESJ communities <b>Status:</b> Inspected over 5,000 payphones in 2018 for operability, signage, and safety.	<ul style="list-style-type: none"> <li>Assess existing pay phone database to evaluate its performance</li> <li>Update mapping of payphone locations in CA</li> <li>Establish formalized risk-based inspection program</li> </ul>	Consumer Protection and Enforcement Division
<b>Business Licensing</b>			
6.7	Examine prepaid phone card providers' license applications to determine capability and fitness <b>Status:</b> Ongoing. Reviewed 28 provider license applications in 2018.	Continue to monitor Commission daily calendar for license applications, review for fitness, and protest accordingly	Consumer Protection and Enforcement Division
6.8	Examine license applications from passenger carriers to determine whether the applicant qualifies to provide intrastate service (including carriers such as Greyhound) <b>Status:</b> Ongoing	Continues in 2019-2020	Consumer Protection and Enforcement Division
6.9	Conduct surprise bus inspections, including those at the California-US border, and ensure that bus companies obtain and maintain CPUC license requirements, including all safety and registration standards	Continues in 2019-2020	Consumer Protection and Enforcement Division

	<b>Status:</b> Ongoing		
<b>Natural Gas Consumers</b>			
6.10	<p>Implement SB 656: consumer protections for core gas customers who may buy natural gas through Core Transport Agents</p> <p><b>Status:</b> D.18-02-002 issued in February 2018 adopted registration requirements and consumer protection rules.</p> <p>Resolution UEB-003 issued in October 2018 adopted a citation program for enforcing compliance with the standards for verification of change in provider requirements.</p>	<ul style="list-style-type: none"> <li>• Develop informational guides and webpages, updates to the informal and formal complaint forms and processes.</li> <li>• Explore development of a 'Do Not Call List' database for core customers who do not want to be contacted by any gas marketers.</li> <li>• Review complaint data from various sources to identify wrongdoing, investigate, and issue citations. Core Transport Agents informal contact data sharing on a monthly basis began in January 2018.</li> <li>• Enforce registration requirements for Core Transport Agents and pursue suspension and revocation if warranted.</li> </ul>	<ul style="list-style-type: none"> <li>• Energy Division</li> <li>• Consumer Protection and Enforcement Division</li> </ul>
<b>Residential Rooftop Solar Consumers</b>			
6.11	<p>Develop residential rooftop solar consumer protection measures</p> <p><b>Status:</b> D.18-09-044 issued in October 2018 adopted Net Energy Metering (NEM) consumer protection measures including solar information packet.</p> <p>Workshop in Huron, CA identifying egregious residential rooftop solar consumer complaints.</p>	<ul style="list-style-type: none"> <li>• Interagency task force established to address solar consumer complaints.</li> </ul>	<ul style="list-style-type: none"> <li>• Energy Division Consumer Protection and Enforcement Division</li> </ul>

Mobile home Parks			
6.12	<p>Upgrade electric and gas distribution systems in mobile home parks to improve resident safety, service reliability, and improve standard of living by increasing electric supply capacity</p> <p><b>Status:</b> Program began in 2015. Two Technical working group meetings and a workshop were held to discuss data needs.</p>	The Commission will evaluate data to determine whether program will continue	<ul style="list-style-type: none"> <li>• Energy Division</li> <li>• Safety and Enforcement Division</li> </ul>

## Goal 7: Promote economic and workforce development opportunities in ESJ communities

### Objectives

- Explore promoting workforce development, establishing wage and job quality standards that create a career ladder and offer family-sustaining wages and benefits in industries that CPUC regulates when possible.
- Continue to explore best practices in diversity contracting that are inclusive of both private businesses and community-based non-profits when possible.
- Encourage underperforming utilities to reach supplier diversity contracting goals.
- Help to educate new entrants in regulated industries on benefits of diversity contracting and work with them to set voluntary goals for diversity contracting.
- Consider potential workforce opportunities as well as potential harm for ESJ communities, in relevant proceedings.

	CPUC Actions	Next Steps	Implementation Lead
7.1	CPUC has held annual Supplier Diversity en banc since 2002 in order to encourage IOUs to attain a voluntary goal of 30 percent diversity  <b>Status:</b> Ongoing. Mandated per General Order 156 Section 11.3 since 2011. Most recent event: Oct 2018 Richmond, CA	En Banc format, best practices, outreach/education, and explore current issues	News and Outreach Office
7.2	Develop a series of workshops at the county or regional level to explore opportunities between these new partners and leadership from ESJ communities  <b>Status:</b> Work in progress	Investigate viability and based on findings if appropriate plan first workshop for mid-2019	News and Outreach Office
7.3	Develop ongoing outreach program to construction unions and contractors and share information on CPUC spending. Encourage and assist these groups to target recruitment and training to ESJ communities  <b>Status:</b> Work in progress	Investigate viability of outreach to unions and contractors and if appropriate develop any proposed program by mid-2019	News and Outreach Office

7.4	<p>Develop an ongoing outreach program to state and local job training and economic development agencies, including California community colleges; engage with key state agencies in these areas and consider developing a set of agreements that lay out information sharing and joint actions</p> <p><b>Status:</b> Outreach Assessment in progress</p>	<p>Investigate viability of outreach to job training and development agencies and if appropriate develop any proposed program by mid-2019</p>	<p>News and Outreach Office</p>
7.5	<p>Develop a white paper exploring new issues on supplier diversity to help inform California Legislature and local governments</p> <p><b>Status:</b> Work in progress</p>	<p>Investigate issues and possibility of white paper. If appropriate draft paper by mid-2019</p>	<p>News and Outreach Office</p>
7.6	<p>Expand opportunities for diverse workforce in utility energy efficiency program implementation</p> <p><b>Status:</b> D.18-10-008 defines “disadvantaged workers” and goals to provide program-related employment to them</p>	<ul style="list-style-type: none"> <li>• IOUs include approved terms and conditions in soliciting bids and establishing contracts.</li> <li>• In 2019 annual budget filings, IOUs will propose a portfolio level indicator to track disadvantaged worker participation</li> </ul>	<p>Energy Efficiency Program Administrators with Energy Division oversight</p>



## Goal 8: Improve training and staff development related to environmental and social justice issues within the CPUC's jurisdiction

### Objectives

- Ensure that industry divisions and decision-makers receive regular training on relevant environmental and social justice issues in California.
- Ensure that industry divisions and decision-makers accrue sufficient knowledge to objectively consider equity issues while developing proceedings and implementing programs.
- Coordinate with other agencies to enhance CPUC knowledge on justice issues.

	CPUC Actions	Next Steps	Implementation Lead
8.1	Create required, inter-divisional training to exchange information and develop ESJ knowledge base <b>Status:</b> New Proposal	<ul style="list-style-type: none"><li>• Convene working group in coordination with Commissioner offices to develop scope of training including learning objectives, goals and training requirements for implementation by June 2019</li><li>• Assess how to integrate ESJ Action Plan goals and objectives into existing on-boarding training for new employees by December 2019</li></ul>	Executive Division and Division leads in coordination with Human Resources

8.2	<p>Send staff to Government Alliance on Race &amp; Equity (GARE), or other trainings to learn about ESJ communities, including how to directly engage with them</p> <p><b>Status:</b> New Proposal</p>	<ul style="list-style-type: none"> <li>Assess current training and professional development opportunities and programs to determine need for additional training to support ESJ Action Plan by December 2019.</li> <li>Develop implementation plan if additional training is deemed appropriate and budget is secured in 2019-2020.</li> </ul>	Executive Division and Division leads in coordination with Human Resources
8.3	<p>Coordinate with other state agencies to build internal knowledge and capacity on ESJ issues. Create regular processes and tools to build and exchange knowledge.</p> <p><b>Status:</b> Coordinating with Energy Commission in support of the DAC Advisory Group and implementation of PU Code 400(g). CPUC participates in interagency activities, such as the Barriers Studies' Interagency Task Force</p>	<ul style="list-style-type: none"> <li>Continue to work with Energy Commission to support DACAG</li> <li>Continue Inter-agency coordination on ESJ issues, as they arise</li> </ul>	CPUC (Multiple Divisions)

## Goal 9: Monitor the CPUC's environmental and social justice efforts to ensure that they are achieving their objectives

### Objectives

- Design program evaluations to assess how programs are impacting ESJ communities.
- Ensure that evaluations provide a feedback loop that will improve program outcomes over time.

	CPUC Actions	Next Steps	Implementation Lead
	<b>General</b>		
9.1	Identify quantitative and/or qualitative baselines, targets, and timelines that could most likely indicate program participation levels in ESJ Communities <b>Status:</b> New Proposal	Identify which CPUC programs should be tracked	CPUC Divisions: <ul style="list-style-type: none"> <li>• Communications</li> <li>• Energy</li> <li>• Water</li> <li>• Consumer Protection</li> </ul>
9.2	Identify quantitative and/or qualitative baselines, targets, and timelines for measuring the effectiveness of marketing, outreach, with the goal of determining best practices for communicating to underrepresented customer groups, while also reaching the “right” groups for the particular issue or proceeding <b>Status:</b> New Proposal	Investigate and potentially develop proposal by mid-2019	News and Outreach Office
9.3	Schedule annual reporting on effectiveness of ESJ metrics and tracking <b>Status:</b> New Proposal	Identify schedule and format of reporting	All CPUC

Customer Solar			
9.4	<p>Every 3 years evaluate both the SOMAH program and its administrator to review performance, costs, units served, location of properties, customer (and tenant) satisfaction, job training, and job creation, using an independent evaluator</p> <p><b>Status:</b> Approved in D.17-12-022</p>	<ul style="list-style-type: none"> <li>In 2019, Energy Division will work with SDG&amp;E (on behalf of all IOUs) to determine the scope of work for a statewide process evaluation and issue a Request for Proposals to hire an independent consultant</li> <li>Deliver a final report by 6/2020</li> </ul>	SDG&E to host evaluation contract. Evaluation implementation and oversight by Energy Division
9.5	<p>Complete a comprehensive evaluation of the CSI Thermal program to determine cost-effectiveness and effectiveness in achieving program goals</p> <p><b>Status:</b> Performance, technical, and cost-effectiveness evaluations are in process and will be issued by December 2019</p>	<ul style="list-style-type: none"> <li>Awaiting drafts of the performance and technical evaluations</li> <li>Contractor will begin work on the cost-effectiveness evaluation by 3/2019</li> </ul>	Energy Division
Energy Efficiency			
9.6	<p>Identify metrics that would serve as proxies for energy program-related health outcomes in applicable programs (e.g. general health/comfort before and after installation)</p> <p><b>Status:</b> D.17-12-009</p>	Energy Savings Assistance non-energy benefit study, including participant health costs and benefits, anticipated to be complete in March 2019. Next low-income program cycle will utilize report outcomes.	Energy Division
9.7	<p>Report on the relative success of strategies to understand program outcomes and best practices for maximizing energy efficiency in DACs</p> <p><b>Status:</b> Approved in D.18-05-041</p>	Include assessments in annual reports, commencing 5/2019	Program Administrators, with Energy Division oversight

9.8	Quantify non-energy and local economic benefits of the environmental efficiency Local Government Partnerships in hard-to-reach and disadvantaged communities.  <b>Status:</b> D.18-05-041 required the IOUs file a motion proposing how to quantify these benefits. The motion was filed on August 31, 2018.	Proposed Decision expected by early 2020	Utilities, with Energy Division oversight
9.9	Report to Legislature on strategies for maximizing electricity energy efficiency savings in Disadvantaged Communities  <b>Status:</b> In statute- PU Code 454.55(a)(2)	Commencing in July 2019, and every four years thereafter	Energy Division
9.10	Report to Legislature on strategies for maximizing natural gas energy efficiency savings in Disadvantaged Communities.  <b>Status:</b> In statute- PU Code 454.56(d)	Commencing in July 2019, and every four years thereafter	Energy Division
9.11	Compliance filings for business plan metrics will include metrics and targets for capturing energy savings in DACs and for hard-to-reach customers  <b>Status:</b> Approved in D.18-05-041	Commencing in September 2019	Program Administrators, with Energy Division oversight
9.12	Quantify co-benefits and local economic benefits of the environmental efficiency Local Government Programs in hard-to-reach and DACs  <b>Status:</b> Approved in D.18-05-041	By 6/2020	Utilities, with Energy Division oversight

## Appendices

## Appendix A: Descriptions of CPUC Divisions

### Communications Division

The Communications Division is responsible for oversight and program implementation in these key areas:

- **Universal Service Programs** – manage six public purpose programs, including LifeLine, the California Advanced Services Fund, the California Teleconnect Fund, the Deaf and Disabled Telecommunications Program, the California High Cost Fund A and the California High Cost Fund B.
- **Consumer Protection** - monitor consumer protection and service issues and CPUC reliability standards for safe and adequate service
- **Broadband Deployment and Analysis** - promote expansion of internet infrastructure and adoption in California
- **Service Quality** - evaluate service quality results for wireline telecommunication service providers' installations, repairs, and outages
- **Market Competition and Policies** – assess the telecommunications market to measure the number of providers and types of services offered, survey the cost of various service offerings, facilitate ease of entry into the market with adequate protections for consumers.
- **Licensing and Service Provider Compliance**—oversee licensing of telecommunications providers and track compliance with CPUC decisions; implement CPUC policies for the telecommunications industry

Through these key areas, the Communications Division's work assists environmental and social justice communities by seeking to keep essential services affordable and to protect California's most vulnerable customers. For instance, the California Advanced Services Fund program provides grants to deploy broadband infrastructure and adoption projects to aid in bridging the "digital divide" in low-income communities, public housing, senior communities, and those facing socioeconomic barriers.

The California LifeLine Program provides discounted home or cell phone service to make communications more affordable for eligible low-income households and connect to social services, employment, and emergency and non-emergency services to improve their quality of life.

## News and Outreach Office

The CPUC's News and Outreach Office provides information, education, and assistance to the news media, local government, community organizations, the public, and other stakeholders about the CPUC's many pioneering and innovative programs and policies. Under the umbrella of the News and Outreach Office there are three offices:

- **News Office:** Handles all media relations and social media, prepares informational pieces, provides branding and graphical services, and oversees the CPUC's websites.
- **Public Advisor's Office:** Assists individuals and groups in participating in or commenting on the CPUC's proceedings, receives and tracks public comments about the CPUC and its proceedings, reviews utility bill inserts, oversees the bilingual and accessibility programs, and facilitates public forums. The office also oversees the TEAM and CHANGES community organizations programs, which provide education and complaint resolution in telecommunications and energy matters to consumers with a focus on those who are not proficient in English.
- **Business and Community Outreach Office:** Focuses on outreach to local governments, tribal and disadvantaged communities, and other stakeholders; and monitors certain utility marketing programs. The office also oversees the Utility Supplier Diversity Program, which promotes and monitors supplier diversity in procurement by energy, water, and communication companies, and the Small Business Program, which promotes and educates about procurement opportunities with the state and energy, water, and communication companies.

All three offices provide information, outreach, and assistance to disadvantaged communities, and environmental and social justice communities more broadly, through dialogue with community-based organizations and local governments.



## Water Division

Water Division is responsible for ensuring that investor-owned water utilities deliver clean, safe, and reliable water to their customers at just and reasonable rates. The CPUC regulates large and small water investor owned water utilities that encompass about 110 water and sewer systems throughout California, serving 15 percent of the state's population with annual revenues of over \$1.4 billion.

Water Division ensures utility compliance with current laws and enforces CPUC orders and performs a variety of functions, including advising and making recommendations to Commissioners and Administrative Law Judges regarding:

- Analyzes utility proposals to make rate adjustments to water bills
- Investigates service and water quality issues

The CPUC's Water Action Plan calls for Water Division to implement policies and programs to ensure that low-income customers have access to affordable and quality water. The Division monitors and assesses water low-income discount programs to track participation rates, value to customers, and program accountability. The Division is also working with others to increase low-income program enrollments through data exchange. Water Division provides analysis and reports quarterly to the Low-Income Oversight Board. Low-income work includes:

- Encourage and provide support to utilities for consolidations and acquisitions.
- Track and assess water shut offs and service disconnections.
- Provide support to the State Water Resources Control Board on their implementation of AB 401.

Visit Water Division's website to learn more about water low-income programs:

<http://www.cpuc.ca.gov/water/>.

## The Consumer Protection and Enforcement Division

The Consumer Protection and Enforcement Division (CPED) is charged with investigating alleged violations of California law and CPUC regulations, including wireline and wireless telephone, electricity and natural gas, water, and passenger carriers. CPED investigates in the areas of consumer fraud, marketing abuse and illegal passenger carriers. The Division is comprised of three branches:

- **Utilities Enforcement Branch (UEB):** Enforces regulations to protect consumers related to such issues as Calphone Info (Telecommunication Education in California), Prepaid Phone Cards, Payphone Enforcement, Whistleblowers, Slamming Citation Program, Automatic Dialing Announcing Devices (ADAD) Devices and Energy Citation Programs. From 2004 through 2017, UEB levied over \$352 million in fines and restitution across the utilities it regulates.
- **Transportation Enforcement Branch (TEB):** Enforces regulations to protect passengers from unsafe, unlicensed, and uninsured passenger carriers. Investigates allegations of overcharging, service quality, marketing practices, and other complaints. TEB may issue staff citations up to \$20,000, prosecute a carrier before the Commission or coordinate with local prosecutors on criminal or civil litigation.
- **Transportation Licensing and Analysis Branch (TLAB):** Analyzes and processes applications for operating authority from for-hire passenger carriers, including preparing decisions on applications for certificates of public convenience and necessity, and tracks carrier compliance with permit/certificate requirements while also functioning as the Commission's subject matter expert on transportation matters and advising its decision makers.
- **Consumer Affairs Branch (CAB):** Assists utility customers in resolving disputes. CAB's team is comprised of specialized caseworkers that determine the facts of each case and assists thousands of customers each year to mediate and resolve customer utility complaints.

## Energy Division

The Energy Division is comprised of approximately 180 staff, including analysts and engineers who implement and enforce legislation and Commission decisions related to California's regulated energy utilities. These investor-owned energy utilities include Pacific Gas & Electric, Southern California Edison, San Diego Gas & Electric, Southern California Gas, as well as the Small Multi-Jurisdictional Utilities of Liberty, PacifiCorp, and Bear Valley Electric. Energy Division staff work on a myriad of issues including customer rates, energy procurement planning, and clean energy programs and strategies to reduce greenhouse gases.

The Clean Energy and Pollution Reductions Act of 2015 (Senate Bill 350) calls upon the CPUC to help improve air quality and economic conditions in communities identified as "disadvantaged." For example, changing the way the CPUC plans the development and future operations of power plants around the state, or rethinking the location of clean energy technologies to benefit burdened communities. Energy Division has incorporated the consideration of disadvantaged communities across the issues it covers, including in such programs as integrated resource planning, energy efficiency, solar programs, electric vehicle infrastructure, and strategies for customers to control their own energy usage. In addition, the CPUC collaborates with sister agencies on statewide environmental and social efforts through such forums as the Disadvantaged Communities Advisory Group and an Inter-agency Task Force on improving program delivery to low-income customers, including those in disadvantaged communities.

## Administrative Law Judge Division

The Administrative Law Judge (ALJ) Division's work is a central part of the decision-making process of the CPUC. ALJs work closely with commissioners and advisory staff in all divisions to adjudicate formal proceedings at the CPUC and prepare proposed decisions on cases setting utility rates, implementing new legislation and state policies, and resolving formal complaints and investigations. ALJs assist commissioners in identifying issues to be considered within proceedings, preside over hearings, and issue formal rulings to ensure due process and an adequate record for proposed decisions.

Through their work, ALJs must identify relevant issues related to disadvantaged and social justice communities by seeking to keep essential services affordable and to protect California's most vulnerable customers. ALJs interact with members of the public in many formal settings, including public participation hearings throughout the state. State law and Commission rules require ALJs to abide by ex parte restrictions that reduce informal interactions with members of the public; however, ALJs review written public comments and often hear from consumers, including members of disadvantaged and social justice communities, in properly noticed public workshops and meetings.

The ALJ Division also handles formal complaints from individual consumers and Expedited Complaint Procedure cases (ECPs). ECPs are designed to quickly resolve individual customer complaints and must be adjudicated within 50 miles of where the complainant lives - often a remote location. Through these and other activities, ALJs typically travel to different communities and hear from different customers, including disadvantaged communities.

## Appendix B: CPUC Program Descriptions

	Program Description	CPUC Docket
<b>ENERGY DIVISION PROGRAMS</b>		
<b>Renewables Portfolio Standard (RPS)</b>	Requires utilities, community choice aggregators, and other load serving entities to procure 50% of their total electricity retail sales from eligible renewable energy resources by 2030. Annual RPS Procurement Plans must include how projects will impact DACs. <a href="http://www.cpuc.ca.gov/renewables/">http://www.cpuc.ca.gov/renewables/</a>	R.15-02-020
<b>Solar on Multifamily Affordable Housing (SOMAH)</b>	Rooftop solar program for deed-restricted, multi-family affordable housing properties that are either located in a DAC or have 80% of tenants with incomes ≤ 60% area median income. <a href="http://www.cpuc.ca.gov/general.aspx?id=6442454736">http://www.cpuc.ca.gov/general.aspx?id=6442454736</a>	R.14-07-002
<b>Solar Water Heating Program (Low-Income)</b>	Financial incentives for low-income customers to replace traditional water heaters with solar water heaters. <a href="http://www.cpuc.ca.gov/General.aspx?id=6083">http://www.cpuc.ca.gov/General.aspx?id=6083</a>	R.12-11-005
<b>Electric Program Investment Charge (EPIC)</b>	Research and Development funds for new, clean energy technologies including 25% of funding to those projects that will provide benefits to disadvantaged communities. <a href="http://www.cpuc.ca.gov/energyrdd">http://www.cpuc.ca.gov/energyrdd</a>	A.17-04-028
<b>Natural Gas Research and Development Program</b>	Research and Development program for Natural Gas projects, with funding targeted to research that will directly benefit disadvantaged communities or have DAC components. <a href="http://www.cpuc.ca.gov/energyrdd">http://www.cpuc.ca.gov/energyrdd</a>	No active proceeding

<b>CSI Single-Family Affordable Solar Homes (SASH) Program</b>	<p>The SASH program provides qualified low-income homeowners fixed, up front, capacity-based incentives to help offset the upfront cost of a solar electric system.</p> <p><a href="http://www.cpuc.ca.gov/General.aspx?id=3043">http://www.cpuc.ca.gov/General.aspx?id=3043</a></p>	<b>R.12-11-005</b>
<b>Integrated Resource Plan (IRP)</b>	<p>Long-term planning process tasked with optimizing the most targeted, cost-effective energy resource that will reduce greenhouse gas emissions and air pollutants, with early priority in disadvantaged communities.</p> <p><a href="http://www.cpuc.ca.gov/irp/">http://www.cpuc.ca.gov/irp/</a></p>	R.16-02-007
<b>Energy Efficiency (EE)</b>	<p>Ratepayer-funded programs administered by the utilities to transform technology markets and encourage customers to adopt products and strategies that will reduce energy usage, including in disadvantaged communities.</p> <p><a href="http://www.cpuc.ca.gov/energyefficiency/">http://www.cpuc.ca.gov/energyefficiency/</a></p>	R.13-11-005
<b>Transportation Electrification (TE)</b>	<p>Policies and programs to promote the transition from fossil transportation to electric vehicles including the infrastructure necessary to charge electric vehicles. This program also promotes the transition for vehicle fleets for business and public transportation in order to improve air quality in DACs.</p> <p><a href="http://www.cpuc.ca.gov/zev/">http://www.cpuc.ca.gov/zev/</a></p>	R.13-11-007
<b>San Joaquin Valley Affordable Energy</b>	<p>Seeking to develop affordable energy options for households in the San Joaquin Valley, many of which do not have natural gas and rely on propane. Communities may be in or outside of DACs.</p> <p><a href="http://www.cpuc.ca.gov/SanJoaquin/">http://www.cpuc.ca.gov/SanJoaquin/</a></p>	R.15-03-010
<b>Green Tariff Shared Renewables</b>	<p>Program expands access to renewable resources by allowing customers to procure additional clean energy through their utility through a green rate option. The program also provides opportunities for accessing clean energy through small community renewables projects, including in DACs.</p>	A.12-01-008

	<a href="http://www.cpuc.ca.gov/General.aspx?id=12181">http://www.cpuc.ca.gov/General.aspx?id=12181</a>	
<b>Energy Savings Assistance (ESA) Program</b>	Eligible low-income households can receive no-cost, energy-saving home improvement services to help make the home more energy efficient, safe and comfortable. <a href="http://www.cpuc.ca.gov/iqap/">http://www.cpuc.ca.gov/iqap/</a>	A.14-11-007
<b>Energy Storage</b>	The CPUC adopted an energy storage procurement target of 1,325 MW for PG&E, SCE, and SDG&E by 2020, with installations required no later than the end of 2024, and including low-income customers as a program priority. <a href="http://www.cpuc.ca.gov/General.aspx?id=3462">http://www.cpuc.ca.gov/General.aspx?id=3462</a>	R.15-03-011
<b>Self-Generation Incentive Program</b>	SGIP provides rebates for qualifying energy storage and non-solar generation systems installed on the customer's side of the utility meter. Local & state gov't, non-profits, educational institutions and small business in DAC, and deed-restricted, low income housing will qualify for the program's "Equity Budget." <a href="http://cpuc.ca.gov/sgip/">http://cpuc.ca.gov/sgip/</a>	R.12-11-005
<b>Demand Response DAC Pilots</b>	A total of \$2.5 million in pilots are under design and pending Commission approval as of August 2018. An Assigned Commissioner's Office proposal calls for the pilots to target economic (program incentives, bill savings) and environmental benefits (reduce use of proximal peaker plants that diminish air quality) to disadvantaged communities and/or constrained Local Capacity Areas.	A.17-01-012
<b>Alternatives to Promote Solar in Disadvantaged Communities</b>	CPUC approved: <ul style="list-style-type: none"> <li>• Rooftop Solar for low-income, single family homeowners (DAC-SASH)</li> <li>• Discounted renewables for low-income customers who cannot have their own systems (DAC-Green Tariff)</li> <li>• Community Solar Green Tariff, which will provide mostly low-income with discounted, local solar</li> </ul> <a href="https://apps.cpuc.ca.gov/apex/f?p=401:56:0::NO:RP,57,RIR:P5_PROCEEDING_SELECT:R1407002">https://apps.cpuc.ca.gov/apex/f?p=401:56:0::NO:RP,57,RIR:P5_PROCEEDING_SELECT:R1407002</a>	R.14-07-002

<b>California Alternative Rates for Energy (CARE)</b>	<p>Eligible, low-income households in the program receive a 30-35% discount on electric bills and a 20% discount on natural gas bills.</p> <p><a href="http://www.cpuc.ca.gov/iqap/">http://www.cpuc.ca.gov/iqap/</a></p>	A.14-11-007
<b>Family Electric Rate Assistance Program (FERA)</b>	<p>The program is designed for income-qualified households of three or more persons. Families whose household income slightly exceeds the CARE allowances will qualify to receive FERA discounts, which applies a 12% discount on their electricity bill.</p> <p><a href="http://www.cpuc.ca.gov/fera/">http://www.cpuc.ca.gov/fera/</a></p>	A.14-11-007
<b>Undergrounding (Rule 20)</b>	<p>Utilities annually allocate funds to communities to convert overhead electric and telecommunication facilities to underground electric facilities.</p> <p><a href="http://www.cpuc.ca.gov/General.aspx?id=4403">http://www.cpuc.ca.gov/General.aspx?id=4403</a></p>	R.17-05-010
<b>Mobile Home Park Utility Upgrade Program</b>	<p>Initiate direct utility service for Approximately 5k MHPs and 400k MHP spaces in California, which would improve safety and reliability for MHP residents. Rulemaking in 2011 and Decision in 2014 approved a 3-year pilot program to convert 10% of spaces for each utility, which has been extended through 2019.</p> <p><a href="http://www.cpuc.ca.gov/general.aspx?id=2482">http://www.cpuc.ca.gov/general.aspx?id=2482</a></p>	R.18-04-018
<b>Communications Division Programs</b>		
<b>California Lifeline Program</b>	<p>Provides discounted home phone and wireless service to eligible households.</p> <p><a href="http://www.cpuc.ca.gov/lifeline/">http://www.cpuc.ca.gov/lifeline/</a></p>	R.11-03-013



<b>California Advanced Services Fund</b>	<p>Promotes broadband infrastructure and adoption by providing grants to eligible entities for broadband project and adoption programs.</p> <p><a href="http://www.cpuc.ca.gov/casf/">http://www.cpuc.ca.gov/casf/</a></p>	R.12-10-012
<b>WATER DIVISION PROGRAM</b>		
<b>California Alternative Rates for Water (CARW)</b>	<p>Eligible, low-income households in the program receive up to 50% discount on the service charge on monthly water bills.</p> <p><a href="http://www.cpuc.ca.gov/General.aspx?ic">http://www.cpuc.ca.gov/General.aspx?ic</a></p>	R.17-06-024
<b>CONSUMER PROTECTION AND ENFORCEMENT DIVISION PROGRAMS</b>		
Transportation Network Company Background Check Program	TLAB automatically suspends carriers that fail to contract with a background check company that is approved by the NAPBS.	R.12-12-011
Transportation Carrier Insurance Program	<p>TLAB automatically suspends carriers that fail to maintain properly liability and damage insurance.</p> <p>TEB issues citations and fines, and defends citation appeals against carriers that fail to maintain workers compensation insurance.</p>	GO 157-E

Transportation Carrier License Program	TEB issues citation and fines, and supports prosecution cases against carriers that fail to obtain CPUC operating authority.	GO 157-E
TNC Zero Tolerance Program	TEB issues citation and fines, and prosecutes TNCs that fail to comply with zero tolerance requirements. For example, TEB prosecuted Uber for failure to promptly suspend drivers whom passengers reported as driving while under the influence of alcohol or a controlled substance. D.18-11-006 approved the TEB settlement agreement and \$750,000 fine.	D.13-09-045 and D.18-11-006
Controlled Substance and Alcohol Testing Program	TEB issues citation, fines, and defends citation appeals against carriers that fail to maintain enrollment in an approved driver testing program.	GO 157-E
Employer Pull Notice Program	TEB issues citation, fines, and defends citation appeals against carriers that fail to maintain enrollment in the DMV Pull Notice Program.	GO 157-E

## **Appendix C: Equity Framework Adopted by Disadvantaged Communities Advisory Group**

# **DISADVANTAGED COMMUNITIES ADVISORY GROUP**

## **EQUITY FRAMEWORK**

The impact of climate change on low-income and disadvantaged communities can exacerbate existing inequities but can also be an opportunity to level the playing field through intentional interventions that address climate impacts on these communities directly.

The Disadvantaged Communities Advisory Group would like the State to adopt an Equity Framework to work in conjunction with the Guiding Principles of the Advisory Group set forth in the Charter of the Disadvantaged Communities Advisory Group. The Equity Framework can be applied across all climate related policies, bills, proceedings, requests for proposals, etc. to ensure that equity is front and center when considering any climate investment/intervention in the State.

This Equity Framework is intended to guide the Advisory Group as it moves forward in discussing and commenting on various proceedings and programs before the CPUC and CEC ensuring that access and adequate resources reach the implementation stage and benefit communities in a meaningful and measurable way. This is the second draft of this document that incorporates all comments made at the August 21 Advisory Group meeting.

### **DEFINITION OF DISADVANTAGED COMMUNITIES**

As defined in the Energy Equity Indicators tool, the Disadvantaged Communities Advisory Group (DAC AG) will adopt as the definition and advocate for equitable programming to reach all of the following communities (including community residents, workers, and businesses):

- ◆ CalEnviroScreen, as defined by Cal EPA,
- ◆ Tribal Lands,
- ◆ Census tracts with area median household income/state median income, less than 80%, and
- ◆ Households with median household income less than 80% of Area Median Income (AMI).

## **FRAMEWORK**

### **1. Health & Safety**

Energy policies and programs should be observed through the lens of public health to identify impacts and utilize findings to optimize the health and well-being of California's most vulnerable communities, as well as, advance health interventions related to climate change by educating Disadvantaged Communities about disproportionate health impacts related to climate change and providing ways to value health benefits and impacts, build resiliency, mitigate climate related illnesses, injury and deaths and reduce climate related healthcare costs.

### **2. Access & Education**

Access and Education are key to ensuring that Disadvantaged Communities benefit from clean energy technologies, energy efficiency, and other environmental investments by 1. focusing on special outreach efforts, 2. ensuring that these interventions are applicable and that the communities' interests and needs are represented, and 3. communities receive culturally relevant and sensitive education to prepare for climate resilience. The Advisory Group strives to remove barriers to participation, as identified in the SB 350 Barriers Report and other barriers, through means such as training, funding and support for CBO and educational institutions rooted in disadvantaged communities, ensuring community based businesses are competitive in solicitations, adequate information is disseminated regarding careers and education, and tracking and evaluating progress of such efforts is necessary for these interventions to be successful.

### **3. Financial Benefits**

All investments in clean energy technologies, energy efficiency, and other environmental investments, should benefit all disadvantaged communities directly providing financial benefits, incentives and cost savings while also considering affordability and rate impacts.

### **4. Economic Development**

Climate policies and programs should invest in a clean energy workforce by ensuring California has a trained and ready workforce prepared to improve our infrastructure and built environment as well as bring green technologies to market by: 1. promoting and funding workforce development pathways to high-quality careers in the construction and clean energy industries, including pre-apprenticeship and other training programs, 2. Setting and tracking

hiring targets for low-income, disadvantaged, and underrepresented populations (including women, re-entry, etc.) to enter these industries, 3. ensuring that these careers are high-road, with a career-ladder, family-sustaining wages and with benefits, 4. training the next generation of climate leaders and workers for the clean energy economy, and 5. supporting small and diverse business development and contracting.

## **5. Consumer Protection**

Climate related policies and programs should not create incentives for predatory lending or exploitation of communities for financial gain. Programs should have adequate consumer protection measures, disclosures, and accountability measures to ensure that financially vulnerable customers are not taken advantage of or otherwise compromised.

## Appendix D: Glossary of Select Acronyms

<b>ALJ</b>	Administrative Law Judge
<b>CAISO</b>	California Independent System Operator
<b>CASF</b>	California Advanced Services Fund
<b>CBO</b>	Community Based Organization
<b>CEC</b>	California Energy Commission or “Energy Commission”
<b>CPUC</b>	California Public Utilities Commission
<b>CSI</b>	California Solar Initiative
<b>DAC</b>	Disadvantaged Communities
<b>DACAG</b>	Disadvantaged Communities Advisory Group
<b>DAC-SASH</b>	Disadvantaged Communities-Single Family Housing program
<b>ESJ</b>	Environmental Justice and Social Justice
<b>EPIC</b>	Electric Program Investment Charge
<b>ESA</b>	Energy Savings Assistance program
<b>EV</b>	Electric Vehicles
<b>GHG</b>	Greenhouse Gases
<b>IOU</b>	Investor Owned Utilities
<b>IRP</b>	Integrated Resources Planning
<b>LIQB</b>	Low Income Oversight Board
<b>NEM</b>	Net Energy Metering
<b>OIR</b>	Order Instituting Rulemaking
<b>PG&amp;E</b>	Pacific Gas and Electric Company
<b>PHC</b>	Pre-Hearing Conference
<b>PU Code</b>	California Public Utilities Code
<b>RPS</b>	Renewable Portfolio Standard
<b>SCE</b>	Southern California Edison
<b>SDG&amp;E</b>	San Diego Gas & Electric Company
<b>SGIP</b>	Self-generation incentive program
<b>SoCalGas</b>	Southern California Gas Company
<b>SOMAH</b>	Solar on multifamily housing program
<b>ZEV</b>	Zero-Emission Vehicles